

# **Aastra Telephone**

## **6737i and 6739i**

### **User Manual**

**Aastra Telephone User's Manual**  
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## **Aastra Telephone**

### **Basics**

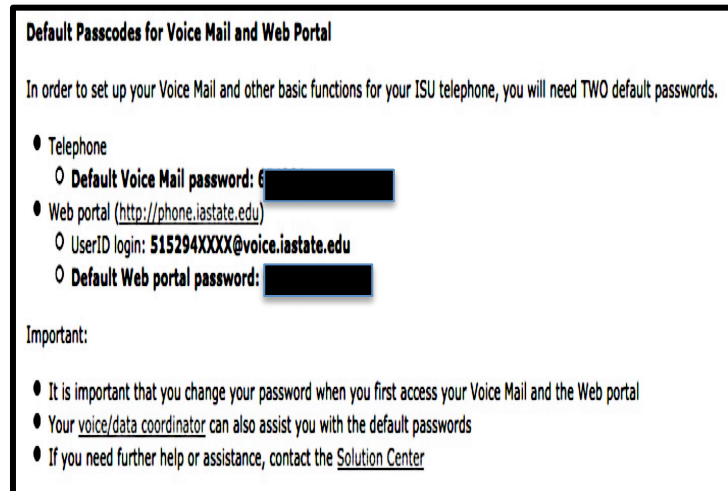
## Knowing Your Passwords

In order to set up your Voice Mail and other functions for your Aastra telephone, you will need two default passwords: one to access your Telephone Voice Mail and one to log into the Clearspan Web Portal.

### Setting Up and Changing Your Telephone Voice Mail Password

To retrieve the default password for your Aastra telephone:

1. Log into **AccessPlus**.
2. Click the **Employee** tab on the right.
3. Click **Telephone Services** on the left side menu.
4. Use the **Default Voice Mail password** radio button under **Telephone** to set up your telephone voicemail.
5. Use the **Default Web portal password** to set up or change your password for the **Clearspan Web portal**.



**Note:** It is important to immediately change the password for your **Voice Mail** from the default settings. If you need further help or assistance, contact the **Solution Center** at [www.it.iastate.edu/solution/](http://www.it.iastate.edu/solution/).

### Setting Up and Changing Your Web Portal Password

The Clearspan Web Portal allows you to access and set up advanced features for your telephone. In order to set up your web portal, you will need to:

1. Log into the **Clearspan Web Portal** (<http://phone.iastate.edu>)
2. Enter your **UserID**:  
[515294xxxx@voice.iastate.edu](mailto:515294xxxx@voice.iastate.edu)
3. Enter the Default **Password** (located in **AccessPlus** under the **Employee** tab and **Telephone Services**).



**Note:** It is important to immediately change the password for your **Clearspan Web Portal** from the default settings. Your password must contain 6 to 60 characters and include:

- One number
- One uppercase letter
- One lowercase letter and
- One non-alphanumeric symbol.

**Important:** You cannot use your login ID, a previous password, or a previous password in reverse.

***Troubleshooting***

You may receive a **Clearspan server unavailable** message when trying to log into the portal. If this happens, retype your User ID and Password. Five incorrect attempts to login will lock you out of the portal. Call the Solution Center, 294-4000 to reset your password.

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## Understanding Your Aastra 6737i Telephone

The Aastra 6737i contains physical features and programmable softkeys that can be customized to meet your specific telephone needs.

### Aastra 6737i Physical Features

The physical features on the 6737i telephone are illustrated in the figure and described in the table below:



Key	Feature	Description
A	Softkeys	<b>Softkeys</b> are built-in features (or a template) set up on your phone and show up on your screen next to a black softkey or when you press a black softkey. For more details or to change your features, visit <a href="http://www.it.iastate.edu/howtos/telephone/">www.it.iastate.edu/howtos/telephone/</a> .
B	Goodbye	Ends an active call and allows you to exit an open menu (i.e. Options List) without saving changes.
C	Options	Lists of options you can use to customize your phone.
D	Hold	Places an active call on hold. Press the <b>Hold</b> key while on the call. The <b>Hold</b> key or <b>Goodbye</b> key will not retrieve the held call. To retrieve a held call, press the <b>Line</b> key next to the flashing light.
E	Redial	Redial holds up to 100 previously dialed numbers. Press the <b>Redial</b> key, use navigation keys to choose a number, and press <b>Dial</b> or <b>Speaker/Headset</b> to redial that number. Or, lift the handset and press the <b>Redial</b> key twice simultaneously to redial the number on the screen.
F	Volume Adjustment	Adjusts the volume for the handset, headset, ringer, and speakerphone.
G	Navigation keys	Used for navigating through a list (i.e. Options List).
H	Alpha-numeric keys	Used for dialing and speed dialing. Press once for the number and first letter on the key; press twice for the second letter and three times for the third.
I	Line keys	Connects you to an incoming call or allows you to use another line to place a call.

Key	Feature	Description
J	Speaker/Headset keys	Activates speakerphone/headset for making or receiving calls without lifting the handset.
K	Mute	Mutes the microphone so that your caller cannot hear you. Press <b>Mute</b> . A light will flash.
L	Status Lamps	The <b>Speaker/Headset</b> , <b>Line</b> , <b>Mute</b> , and each of the <b>Softkeys</b> have status lamps or a backlight that turns on or flashes when there is activity. These status lamps may have a slow flash, rapid flash, or solid light that tells you about the type of activity. When there is no activity, the status lamp is OFF.

### Aastra 6737i Programmable Softkeys

Your 6737i phone has **Programmable Softkeys** that have been configured by your systems administrator to provide commonly used services and features. Some are accessible using the **Options** key. Others can be programmed in the 12 customizable softkeys on your phone:

Feature/Softkey	Using Options Key	Description
Busy Lamp Field		Allows you to monitor the state of a specific extension – ringing, busy or idle.
Call Forward	All	Allows you to forward one or more of your calls to another number or voice mail. Press the <b>Options</b> key, then the <b>Select</b> softkey. Choose an option from the list using the navigation keys. Use the softkeys to make changes or cancel.
	Busy	
	No Answer	
Call Pickup (Pickup)		Allows you to pickup a call ringing on another phone.
Callers List (Callers)		Accesses the past callers' numbers.
Conference (Conf)		Establishes a three-way or multiple calls at once. Available when handset is lifted or with other features.
Delete		Available with Callers feature. Allows you to delete a number from the <b>Callers List</b> .
Dial		Available when handset is lifted and with other features (i.e. Redial).
Do Not Disturb (DND)		Incoming calls go directly to voice mail or other set <b>Call Forwarding</b> destination.
Details		Allows you to view more details about a list or call.
Edit Number (EditNum)		Available with Callers feature. Allows you to edit a number in the <b>Callers List</b> .
Password	Current Password change option	Prompts you to enter current and new password.
Phone Lock	Phone Lock	Allows you to lock your phone so that no outgoing calls can be made.
Phone Status	IP & MAC Addresses	Offers detailed information about your phone. Error messages will appear here if there errors are found in the system.
	LAN Port	
	PC Port	
	Firmware Info	
	Error Messages	
	Copyright	

Feature/Softkey	Using Options Key	Description
Preferences	Tones	Allows you to change your <b>Ringtone</b> and <b>Tone Set</b> . For more details, see <b>Ringtones</b> section below.
	Display	Allows you to adjust the <b>Contrast Level</b> and <b>Backlight</b> on the phone.
	Speed Dial Edit	Allows you to edit a pre-assigned Speed Dial key. Press the <b>Options</b> key, then scroll down to <b>Preferences</b> using the navigation keys. Press the <b>Select</b> softkey. Choose options from each list using the navigation and <b>Select</b> keys to make changes or cancel.
	Live Dialpad	Allows you to use your dial pad without picking up the handset. <b>On</b> and <b>Off</b> your dial pad
	Set Audio	Allows you to change the Speaker/Headset mode, the Headset mic volume, and the wireless headset.
	Time and Date	Allows you to change or set the <b>Time</b> and <b>Date</b> format and zone.
	Language	Allows you the set the screen and input <b>Language</b> for the phone.
Quit		Available with other features. Allows you to quit or exit a feature.
Restart Phone	Restart Phone	Allows you to restart your phone.
Transfer (Xfer)		Allows you to transfer a call to another party or voice mail.
Voice Mail		Allows you to access your voice mail or messages.

## Understanding Your Aastra 6739i Telephone

The Aastra 6739i contains physical features and programmable softkeys that can be customized to meet your specific telephone needs.

### Aastra 6739i Physical Features

The physical features on the 6739i telephone are illustrated in the figure and described in the table below:



Key	Feature	Description
A	Call Management	Allows you to manage calls on your telephone screen when the handset is lifted.
B	Options	Lists of options you can use to customize your phone.
C	Callers List	Lists past callers. Can hold up to 200 entries.
D	Directory	Displays personal directory of up to 200 entries saved from Callers List or added manually.
E	Services	Allows you to access enhanced features. Default settings include your Voice Mail or Callers List.
F	Conference	Allows you to connect a 3-way call or multiple parties. Both <b>Conference</b> hardkey and softkey available.
G	Transfer	Allows you to transfer a call to another party or voice mail. Both <b>Transfer</b> hardkey and softkey available.
H	Volume Adjustment	Adjusts the volume for the handset, headset, ringer, and speakerphone.
I	Mute	Mutes the microphone so that your caller cannot hear you. Press <b>Mute</b> . A light will flash.
J	Hold	Places an active call on hold. Press the <b>Hold</b> key while on the call. The <b>Hold</b> key or <b>Goodbye</b> key will not retrieve the held call. To retrieve a held call, press the <b>Line</b> key next to the flashing light. Both <b>Hold</b> hardkey and softkey available.
K	Redial	Redial holds up to 100 previously dialed numbers. Press the <b>Redial</b> key, use navigation keys to choose a number, and press <b>Dial</b> or <b>Speaker/Headset</b> to redial that number. Or, lift the handset and press the <b>Redial</b> key twice simultaneously to redial the number on the screen.
L	Goodbye	Ends an active call and allows you to exit an open menu without saving changes.
M	Messages	Allows you to quickly access your messages or set up voice mail.
N	Line keys	Connects you to an incoming call or allows you to use another line to place a call.
O	Speaker/Headset	Activates speakerphone/headset for making or receiving calls without lifting the handset.

Key	Feature	Description
P	Softkeys	<b>Softkeys</b> are built-in features (or a template) set up on your phone and show up on your screen. Simply touch the feature to use it. For more details or to change your features, visit <a href="http://www.it.iastate.edu/howtos/telephone/">www.it.iastate.edu/howtos/telephone/</a> .
Q	Status Lamps	The <b>Speaker/Headset</b> , <b>Line</b> , <b>Mute</b> , and each of the <b>Softkeys</b> have status lamps or a backlight that turns on or flashes when there is activity. These status lamps may have a slow flash, rapid flash, or solid light that tells you about the type of activity. When there is no activity, the status lamp is OFF.

#### **Aastra 6739i Programmable Softkeys**

Your 6739i phone has **Programmable Softkeys** that can be configured by your systems administrator to provide commonly used services and features. Some of these features are setup and accessible using the **Options** key.

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## Setting Up Your Phone

### Basic Phone Setup

Below are steps for initial setup of your Aastra telephone, such as changing your ringtone or volume.

### Change Your Ringtone

You may want to change your ringtone to distinguish your ring from other phones in the same office. At present, only five tones and a silent mode are available on both the 6737i and 6739i telephones. To change your ringtone:

#### *On the Aastra 6737i*

1. Press the **Options** key.
2. Scroll down to **Preferences** using the navigation keys.
3. Press the **Select** softkey to choose the **Preferences** option.
4. Press the **Select** softkey to choose the **Tones** option.
5. Press the **Select** softkey to choose the **Ring Tone** option.
6. Scroll up or down to hear the desired **Tone**.
7. Press the **Done** softkey to set your new ring tone.

#### *On the Aastra 6739i*

1. Press the **Options** key.
2. Press **Audio** on the touchscreen.
3. Press the button next to **Ring Tone**.
4. Scroll up or down to hear the desired **Tone**.
5. Press the **Goodbye** key to exit the menu.

**Note:** If tones do not ring as you scroll up or down, contact the **Solution Center** or go to <http://www.inside.iastate.edu/article/2013/08/22/ringtone> to hear ring tones.

### *Set Up a Special Ringtone for Certain Callers*

The priority alert option allows you to assign a special ring to certain callers such as all external callers or certain colleagues. Your phone only has one special ring. It's a subtle variation of whatever ringtone you've selected, but the cadence is two quick rings in the place of a longer, single ring:

1. Log in to the **ClearSpan Web Portal**.
2. Click **Incoming Calls** in the left navigation menu.
3. Select **Priority Alert** under the Advanced heading.
4. Click the **Add** button to set up alerts.
5. Click **OK**.

### Adjust Your Volume

Use the volume control keys (bottom left 6737i; bottom center 6739i) to adjust the ringer, handset, and speaker volume on your telephone:

#### *Set Ringer Volume*

1. Leave the handset in the cradle.
2. Press the **Volume Control** buttons to adjust the ringer volume.

#### *Set Handset Volume*

1. Lift the **Handset**.
2. Press the **Volume Control** buttons to adjust the handset volume.

#### *Set Speaker Volume*

1. Press the **Speaker/Headset** button.
2. Press the **Volume Control** buttons to adjust the speaker volume.

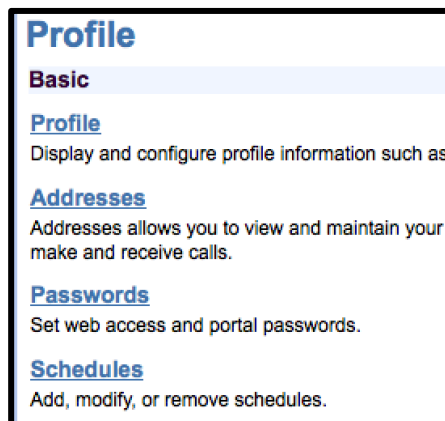
#### *Set Headset Volume*

1. Press the **Speaker/Headset** button while on a call.
2. Press the **Volume Control** buttons to adjust the headset volume.

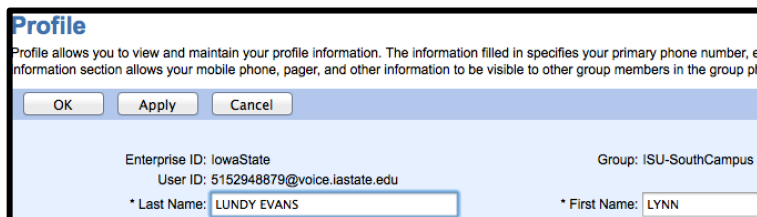
### Change Your Display Name

After setting up your voice mail and web portal passwords, check your name on the telephone display screen. Follow these steps to make corrections:

1. Login into the web portal:  
[phone.iastate.edu](http://phone.iastate.edu).
2. Click **Profile** under the **Basic** heading.



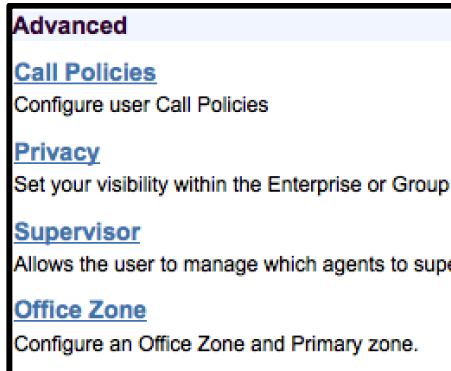
3. Type in your correct **Last Name** and **First Name**.
4. Click **Apply** then **OK**.



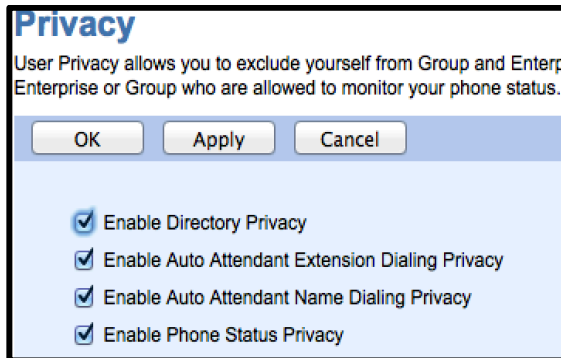
### Set Privacy Status

If you find it necessary to exclude yourself from group directory listings and phone status monitoring, you can enable **Privacy** options through the web portal:

1. Login into the web portal:  
[phone.iastate.edu](http://phone.iastate.edu).
2. Click **Privacy** under **Advanced** heading.



3. Check one or more of the boxes to **Enable** privacy settings.
4. Click **Apply** then **OK**.



**Note:** The **Set Privacy Status** option should be used only if necessary.

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## Using Feature Access Codes

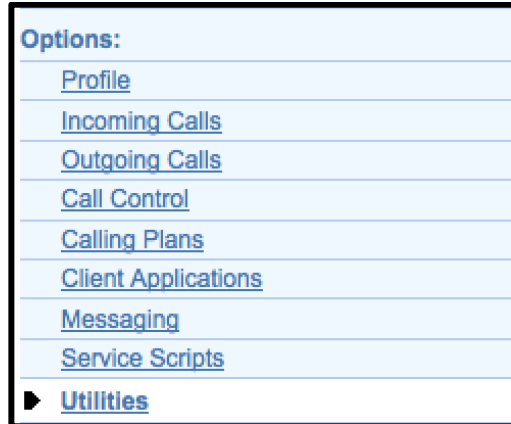
Feature Access Codes are short cuts to built-in features on your Aastra telephone. You can use Feature Access Codes to manage your incoming and outgoing calls and voice messages. To manage calls using **Feature Access Codes**, pick up the handset and press the star key (\*), the corresponding number in the table below, and then press **Dial**:

Feature	Access Code	Result
Call Waiting	On *43 Off #43	Allows you to answer a second incoming call while remaining on the first call. Activates or deactivates the service for all calls. Press *70 then <b>Dial</b> to turn off only the last incoming number.
Call Park/Retrieve	Park *68 Retrieve *88	Allows you to place a call on hold at one phone and pick up the call on another phone. Parks the call until you retrieve the call.
Call Return	On *69	Redials last incoming phone number.
Do Not Disturb (DND)	On *78 Off *79	Allows you to ignore the incoming call. Sends incoming call to voice mail.
Priority Call (Diversion Inhibitor)	On *80	Prevents the redirected call from being redirected again by the called party. Overrides a line that is on Call Forward.
Directed Call Pickup	On *97	Allows you to answer a ringing call from a specified extension.
Call Pickup	On *98	Connects you to the longest ringing phone in your call pickup group.
Clear Call Message Waiting Indicator (MWI)	On *99	Clears message indicator lamp on your phone.
Call Forwarding Always	On *72 Off *73	Enter phone number where calls should be sent. Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone.
Call Forwarding Always to Voice Mail	On *21 Off #21	Calls are sent to your voice mail.
Call Forwarding Busy	On *90 Off *91	Enter phone number where calls should be sent. Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail.
Call Forwarding Busy to Voice Mail	On *40 Off #40	Missed calls are forwarded to your voice mail.
Call Forwarding No Answer	On *92 Off *93	Enter phone number where calls should be sent. Call Forwarding No Answer allows you to forward all your calls to a different phone number when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail if you miss the call.
Call Forwarding No Answer to Voice Mail	On *41 Off #41	Missed calls are forwarded to your voice mail.
Last Number Redial	On *66	Last number you dialed is redialed.
Music On Hold per-Call Deactivation	On *60	Allows you to enable/disable music while a party is on-hold. Can be set for per-call or on persistent basis. Ideal for conference calls.
Direct Voice Mail Transfer	On *55	Transfers a call directly to your or another caller's voice mail.
No Answer Timer	On *610	Allows you to set the number of rings before a call is forwarded. Press a key to identify the number of rings you want before the <b>No Answer</b> message is activated.

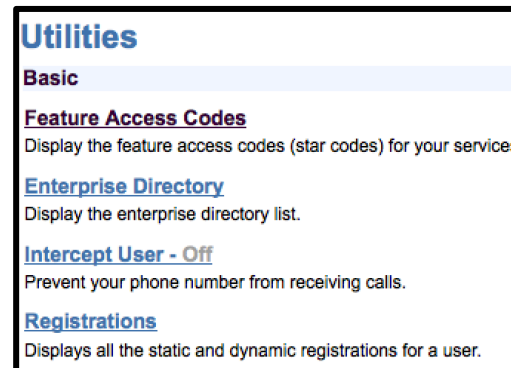
### Generating a List of All Available Feature Access Codes

You can find a list of feature access codes in the Clearspan Web Portal:

1. Login to the web portal: [phone.iastate.edu](http://phone.iastate.edu).
2. Click **Utilities** under **Options**.



3. Click **Feature Access Codes** to see a list.



## **Aastra Telephone**

### **Voice Mail**

## Configuring Voice Mail

Use this section to configure voice mail on your Aastra Telephone or through the Clearspan Web Portal.

### Configuring Your Voicemail Using Your Phone

To configure voice mail using your telephone:

#### *On the Aastra 6737i*

1. Press the **Voice Mail** softkey.
2. Enter the default **Passcode** provided on [AccessPlus](#) (Employee Tab, Telephone Services), followed by the "#" key.
3. Change your **Passcode** then press the "#" key.
4. Record your **Name** when prompted.

#### *On the Aastra 6739i*

1. Press the **Messages** key.
2. Enter the default passcode provided on [AccessPlus](#) (Employee Tab, Telephone Services), followed by the "#" key.
3. Change your **Passcode** then press the "#" key.
4. Record your **Name** when prompted.

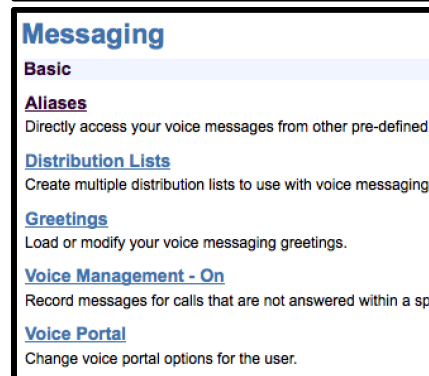
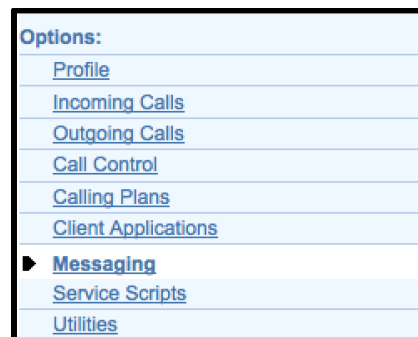
**Note:** Your **Passcode** must be 6-12 characters long and NOT:

- Repeat a single number (i.e. 333333)
- Use your own phone number or extension
- Use your own phone number or extension in reverse
- Use a previously passcode or your previous passcode in reverse

### Configuring Your Voice Mail Using the Clearspan Portal

To personalize your voice mail system preferences, you will need your ClearSpan Web Portal **Password**. If you are unsure of your **Password**, please contact the **Solution Center** at 4-4000 to reset your password. Follow these instructions to setup your voice mail via the Clearspan Web Portal:


1. Click **Messaging** under **Options**.
2. Click **Voice Management** under the **Basic** heading.



### **Sending Voice Mail to Email Only**

Use the following steps to check your voice mail messages through your email. Messages will not be saved on the phone.

1. Select **Forward it to this e-mail address**.
2. Enter your email address:  
[email@iastate.edu](mailto:email@iastate.edu)
3. Click **Apply** then **OK** to save changes.



When a message arrives...:

☐ Use unified messaging

☐ Use Phone Message Waiting Indicator

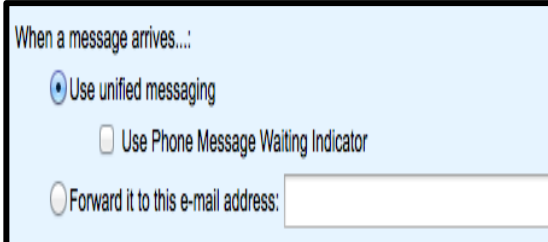
☒ Forward it to this e-mail address:

**Note:** You can now receive voice mail through your email instead of your phone. For other email options, see below.

### **Sending Voice Mail to Email and Telephone**

Use the following steps to check voice mail messages through your email inbox only.

1. Select **Forward it to this e-mail address**.
2. Enter your email address: [email@iastate.edu](mailto:email@iastate.edu)
3. Select E-mail a carbon copy of this message.
4. Enter your email address: [email@iastate.edu](mailto:email@iastate.edu)
5. Click **Apply** then **OK** to save changes.

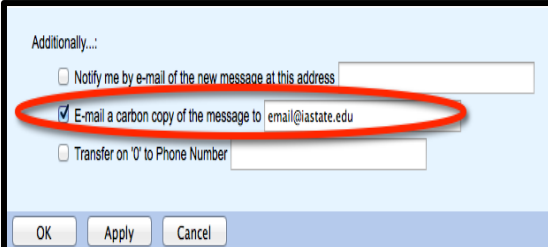


When a message arrives...:

☒ Use unified messaging

☐ Use Phone Message Waiting Indicator

☐ Forward it to this e-mail address:



Additionally...:

☐ Notify me by e-mail of the new message at this address

☒ E-mail a carbon copy of the message to

☐ Transfer on '0' to Phone Number

OK Apply Cancel

**Note:** You will now receive voice mail through your email and your phone. For other e-mail options, see below.

### Forward Caller Upon Pressing 0

When you check **Transfer on "0" to Phone Number**, incoming callers are prompted to press 0 during your outgoing voice message and transfers callers to another number, i.e. cell phone or Auto Attendant.

1. Select **Transfer on '0' to Phone Number**.
2. Enter the **phone number** using a 10-digit format (i.e. 515294xxxx).
3. Click **Apply** then **OK** to save changes.



Additionally...:

- ☐ Notify me by e-mail of the new message at this address
- ☐ E-mail a carbon copy of the message to
- ☒ Transfer on '0' to Phone Number

**Note:** You may want to change your voice mail greeting so that callers are aware of this option.

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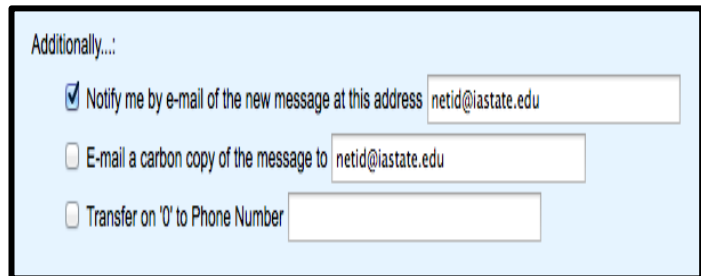
## Changing Voice Mail Notification Options

Additionally, you can change your notification options using the web portal.

### Turning On Email Notifications of Voice Mail

If a check mark appears in the *Notify me by e-mail of the new voice message at this address:* box, a short e-mail message informing you about the new caller and date/time of the message is sent. The voice message will not be attached.

1. Check the **Notify me by e-mail of the new message at this address** box in the **Additionally...** section based on your preference to receive an email notification of a new voice mail.
2. Enter your preferred email address.
3. Click **Apply** then **OK** to save changes.



Additionally...:

☒ Notify me by e-mail of the new message at this address

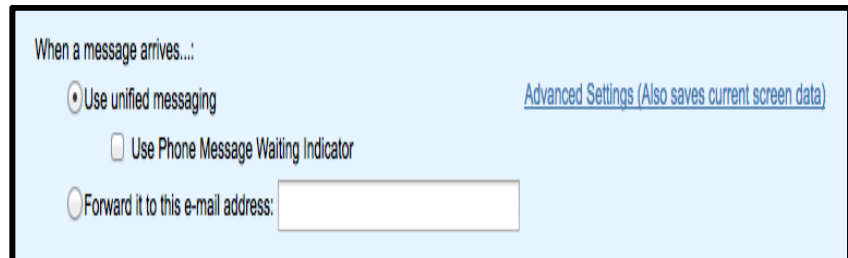
☐ E-mail a carbon copy of the message to

☐ Transfer on '0' to Phone Number

### Turning Off the Message Waiting Indicator on Your Telephone

If you are checking your voice mail through email, you may want to uncheck the “message-waiting indicator” so the light on your phone does not blink when you have a voice mail.

1. Uncheck **Use Phone Message Waiting Indicator** under **When a Message Arrives...**
2. Click **Apply** then **OK** to save changes.



When a message arrives...:

☒ Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)

☐ Use Phone Message Waiting Indicator

☐ Forward it to this e-mail address:

## By-Passing Voice Mail Passcode

To check your voice mail on your telephone, you must enter your passcode. You can use the **auto-login option** in the **Voice Portal** to bypass the passcode to voice mail on your telephone.

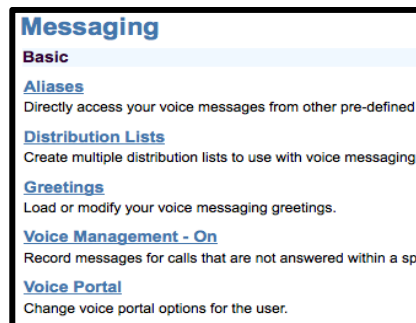
To check your voice mail messages without using a passcode:

1. Login to the web portal: [phone.iastate.edu](http://phone.iastate.edu).

2. Click **Messaging** under the **Options** heading.

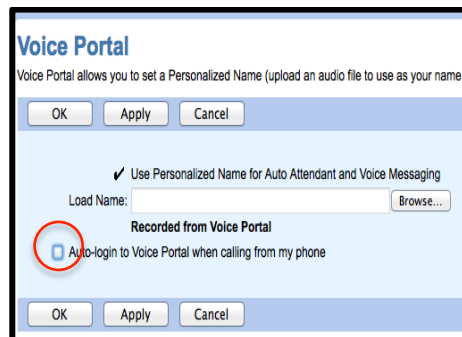


3. Click **Voice Portal** under the **Basics** heading.



4. Check the **Auto-login Voice Portal when calling from my phone** box.

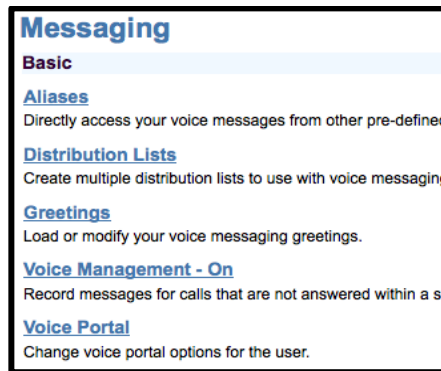
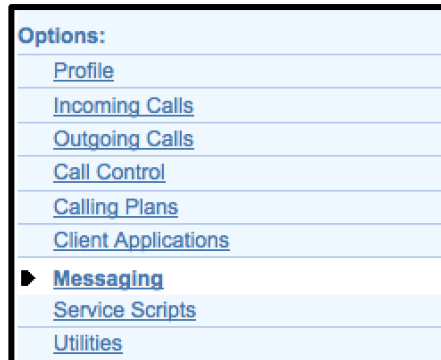
5. Click **Apply** then **OK** to save changes.



## Personalizing Voice Mail Greetings

To personalize your voice mail greetings, you will need your web portal **Password**. If you are unsure of your **Password**, please contact the **Solution Center** at 4-4000 to reset your password. Follow these instructions to setup your voice mail via the web portal:

1. Login to the web portal: [phone.iastate.edu](http://phone.iastate.edu).
2. Click **Messaging** under the **Options** heading.
3. Click **Greetings** under the **Basics** heading to load various types of messages in your voice mail.



### Disabling Voice Message Deposits

You can block callers from leaving a voice message after your greeting in two ways:

- Using your telephone
- Using the web portal

Disabling Voice Message Deposit Using Your Aastra Telephone:

#### *On the Aastra 6737i*

1. Press the **Voice Mail** softkey.
2. Enter your 6-digit **Passcode** followed by the "#" key.
3. Press 1 to access your Voice mailbox.
4. Press 8 to modify your Message Deposit.
5. Press 2 to Disable Message Deposit.

**Note:** Callers will not be able to leave a message.

#### *On the Aastra 6739i*

1. Press the **Messages** key.
2. Enter your 6-digit **Passcode** followed by the "#" key.
3. Press 1 to access your Voice mailbox.
4. Press 8 to modify your Message Deposit.
5. Press 2 to Disable Message Deposit.

**Note:** Callers will not be able to leave a message.

## Disabling Voice Message Deposit Using the Web Portal:

### ***Disable Message Deposit***

When checked, this feature prohibits the caller from leaving a message. If unchecked, the feature is not activated.

### ***Disconnect call after greeting (Default)***

Callers are unable to leave a message after hearing your standard or personal greeting.

### ***Forward call after greeting to:***

Callers are unable to leave a message. After the greeting, the call is forwarded to the number in the field.

The 'Greetings' interface has a title bar 'Greetings' and a description: 'Message Greetings allows you to upload personal messaging box.' Below this are three buttons: 'OK', 'Apply', and 'Cancel'. A section contains three radio button options: 'Disable Message Deposit' (unchecked), 'Disconnect call after greeting' (selected), and 'Forward call after greeting to:' followed by an empty text input field.

## **Configuring Your Voice Mail Busy Greeting**

You can set a greeting for callers to hear when you are on another phone line. This message will be heard when the phone is in normal state, i.e Do Not Disturb (DND) is not activated.

### ***System Greeting (Default)***

Callers hear the system's standard greeting when your phone is busy.  
i.e. <Your Recorded Name> is not available.

### ***Load a Personal Greeting***

You can record this on your computer and upload a personalized audio (.WAV or .WMA) file.

### ***Video Greeting***

Video Greetings are not available at this time.

The 'Busy Greeting' interface has a title bar 'Busy Greeting:'. It contains two radio button options: 'System greeting' (selected) and 'Personal greeting' (unchecked). Below 'Personal greeting' are two sections: 'Load personal greeting:' with a 'Browse...' button and 'No file selected.' text, and 'Load Personal Video Greeting:' with a 'Browse...' button and 'No file selected.' text.

## **Configuring Your Voice Mail No Answer Greeting**

This message will occur when you are away from your desk, do not answer your phone, or have Do Not Disturb (DND) activated.

### ***System Greeting (Default)***

Callers hear the system's standard greeting when your phone is busy.  
i.e. <Your Recorded Name> is not available.

### ***Load a Personal Greeting***

You can record this on your computer and upload a personalized audio (.WAV or .WMA) file.

### ***Video Greeting***

Video Greetings are not available at this time.

The 'No Answer Greeting' interface has a title bar 'No Answer Greeting:'. It contains two radio button options: 'System greeting' (unchecked) and 'Unavailable Recorded from Voice Portal Greeting' (selected). Below the selected option are two sections: 'Load Unavailable Greeting:' with a text input field and a 'Browse...' button, and 'Load Unavailable Video Greeting:' with a text input field and a 'Browse...' button.

### Configuring Voice Mail Alternative No Answer Greetings

You can set up **Alternate No Answer Greetings** when you are away from your desk, do not answer your phone, or have your Do Not Disturb (DND) activated.

#### *Multiple Out of Office Voice Greetings*

##### **Sample 1:**

“You have reached <Name>. I am currently out of the office. Please leave a message, and I will return your call shortly.”

**Sample 2:** “You have reached <Name>. I am currently out of the office. Please press 0 to be directed to the front desk. Alternatively, stay on the line and leave me a detailed message.”

Click **Apply** then **OK** to save changes.

Alternate No Answer Greetings:		
Greeting Name	Greeting file	Load Alternate Greeting
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="button" value="Browse..."/>
	Video: <input type="text"/>	<input type="button" value="Browse..."/>
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="button" value="Browse..."/>
	Video: <input type="text"/>	<input type="button" value="Browse..."/>
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="button" value="Browse..."/>
	Video: <input type="text"/>	<input type="button" value="Browse..."/>

Number of rings before greeting:

**Note:** Leave the **number of rings before greeting** set at 3 or more rings. This is important for the **Simultaneous Ring** feature.

## Recording and Uploading Voice Mail Greetings

Using the Clearspan Web Portal, you can store multiple voice mail greetings. To create a voice mail greeting, you must use an audio recorder. We recommend using **Audacity**, a third party audio recording software. Any audio file that meets the following requirements can be uploaded to the Clearspan Web Portal:

- 8000hz
- Mono (single) Sound
- 16-bit

### Using Audacity for Windows or Mac

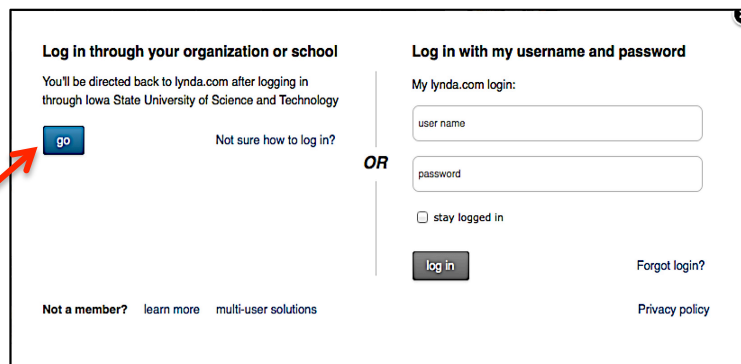
The following instructions will assist you in using Audacity. To use Audacity, you must have a microphone connected or installed on your computer. Desktop computers typically need external microphones; however, laptops may have built-in microphones.

You will need to download and install Audacity. Below are steps to Lynda.com, tutorials to assist you with this process. Please note: you may need a computer administrator to enter a password to install the program.

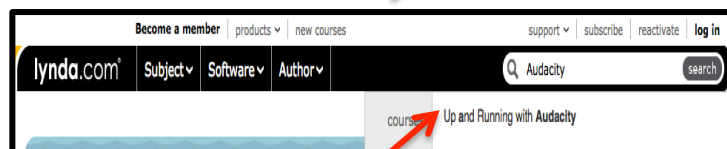
### Downloading, Installing and Launching Audacity

Audacity is a free and easy to use audio recorder used for Windows, Mac, and Linux operating systems. To download, install, and launch the program:

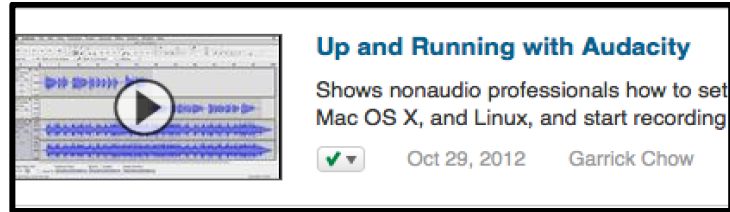
1. Navigate to **Lynda.com** and click log in found in the top right hand corner.
2. Click go in the Log in through your organization or school pop up box.



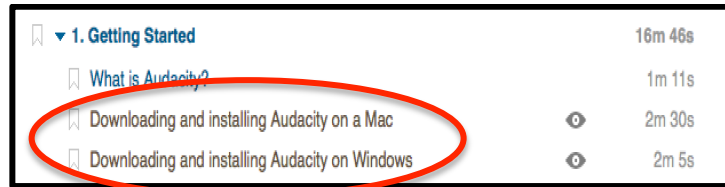
3. Log in using your ISU Email and Password if prompted.
4. Type in Audacity in the What Would You Like to Learn search area.
5. Select the Up and Running with Audacity tutorial.



- Click the **Up and Running with Audacity** link.



- Select either Downloading and installing Audacity on a Mac or Windows.



- Watch and follow the instructions in the tutorial to download, install and launch **Audacity** on your Windows or Mac computer.

**Note:** If you are unable to download and install **Audacity**, please contact the Solution Center at 294-4000.

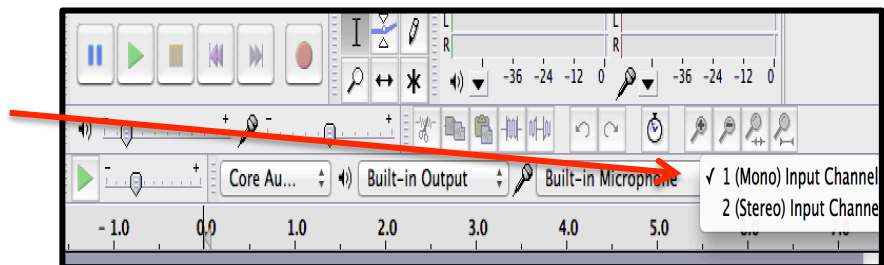
### Recording a Voice Mail Greeting Using Audacity on Windows

Follow these instructions to record your greeting on your Windows PC using the Clearspan Web Portal specified settings:

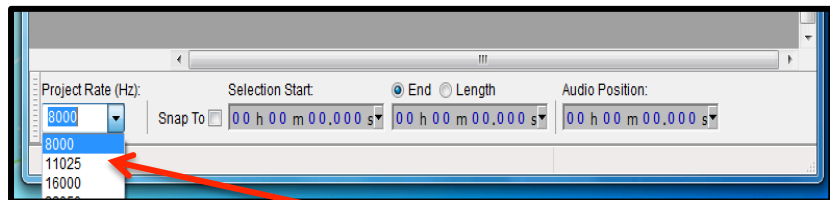
- Open **Audacity**.
- Click **File** then **New**.



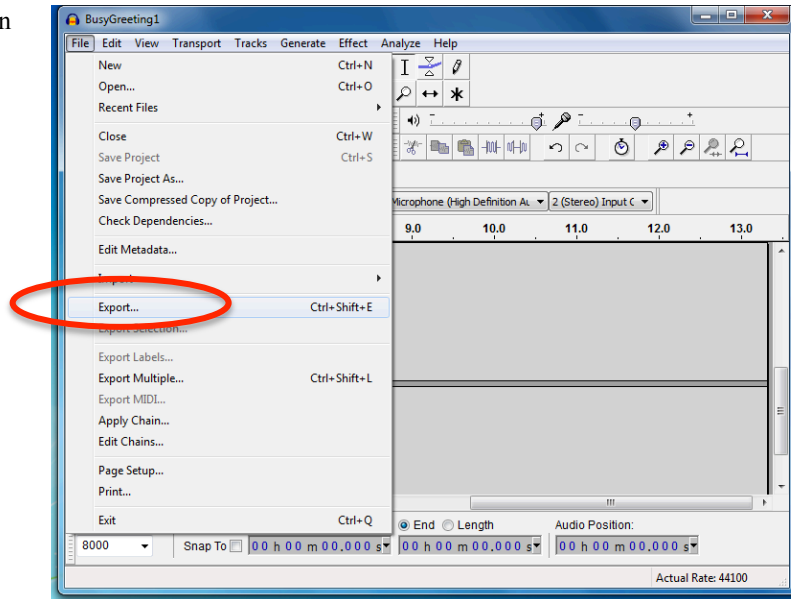
- Select **Mono Input Channel** from drop down box on the top far right of the screen.



- Change **Project Rate (Hz)** to **8000** in the drop box at the bottom left corner of the screen.



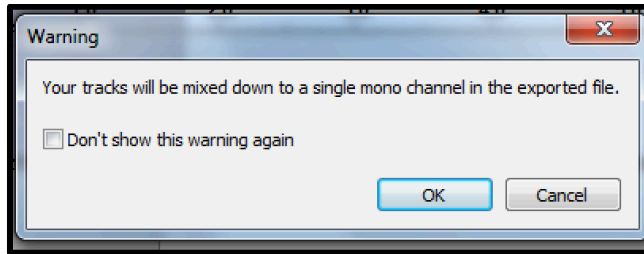
5. Click the **red circle** to begin recording your greeting.
6. Click the **yellow square** to stop your recording.
7. Click the **green triangle** to play back your recording.
8. Click **File** then **Export** when you are satisfied with your recording.



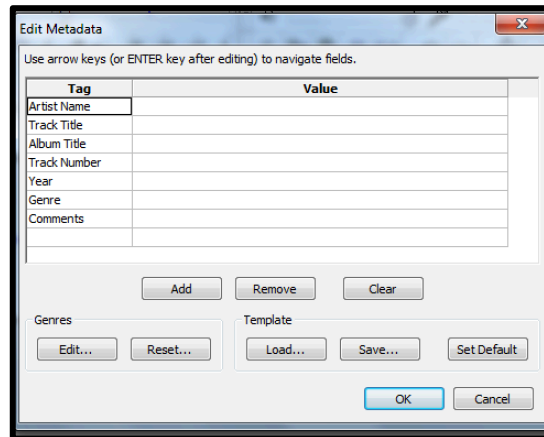
9. Type in a filename for your greeting in the **Save As** field.
10. Change the format to **WAV (Microsoft) signed 16 bit**.
11. Click **Save** and note the file location for later use.



12. Click **OK** if you receive the **Warning**.



13. Click **OK** in the **Edit Metadata** window.

A Windows-style "Edit Metadata" window. At the top, it says "Use arrow keys (or ENTER key after editing) to navigate fields." Below this is a table with two columns: "Tag" and "Value". The "Tag" column contains the following entries: Artist Name, Track Title, Album Title, Track Number, Year, Genre, and Comments. The "Value" column is empty for all rows. Below the table are three buttons: "Add", "Remove", and "Clear". At the bottom, there are two sections: "Genres" with "Edit..." and "Reset..." buttons, and "Template" with "Load...", "Save...", and "Set Default" buttons. At the very bottom right are "OK" and "Cancel" buttons.

*Note:* Your file is now saved and ready to be uploaded to the Clearspan Web Portal.

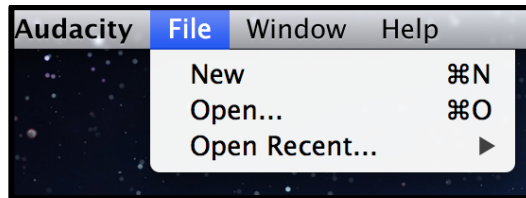
### Recording a Voice Mail Greeting Using Audacity on a Mac

Follow these instructions to record your greeting on your Mac using the Clearspan Web Portal specified settings:

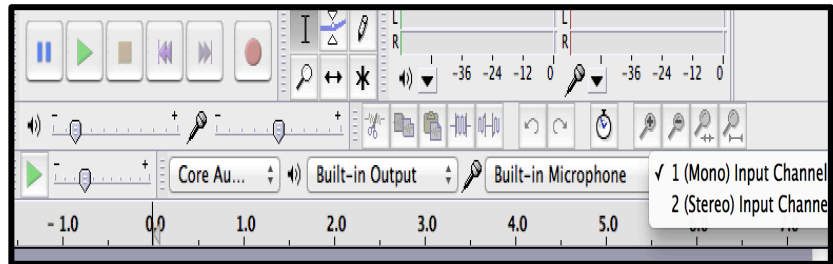
1. Open **Audacity**.



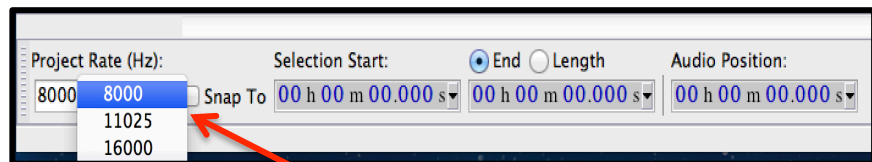
2. Click **File** then **New**.



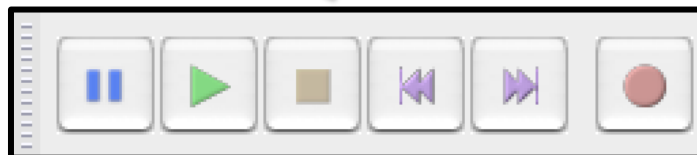
3. Select **Mono Input Channel** from drop down box on the top far right of the screen.



4. Change **Project Rate (Hz)** to **8000** in the drop box at the bottom left corner of the screen.



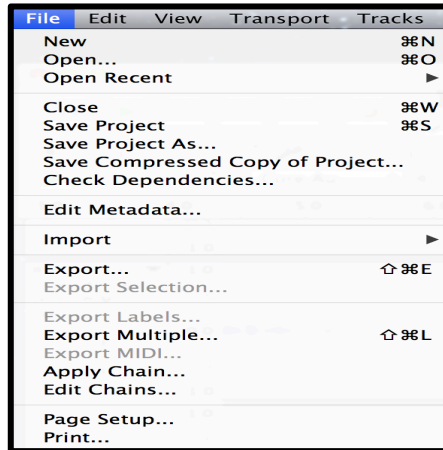
5. Click the **red circle** to begin recording your personal greeting.



6. Click the **yellow square** to stop your recording.

7. Click the **green triangle** to play back your recording.

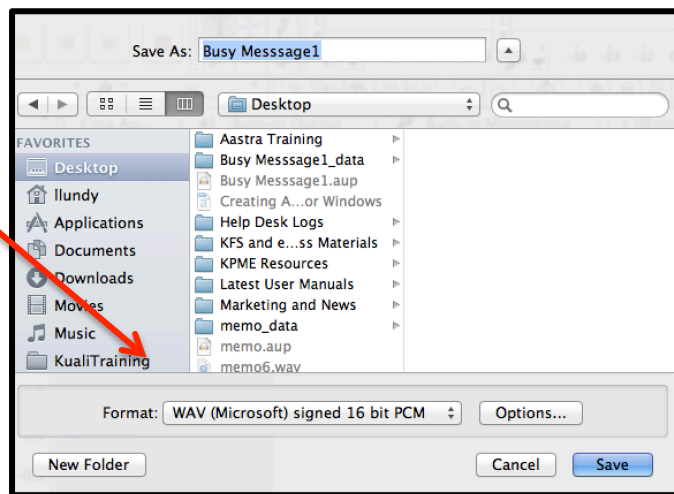
8. Click **File** then **Export**.



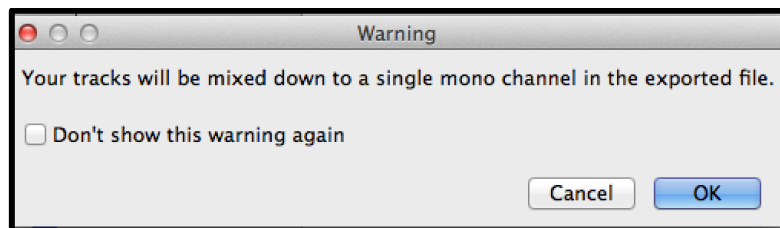
9. Type in a filename for your personal greeting.

10. Update the format to **WAV (Microsoft) signed 16 bit**.

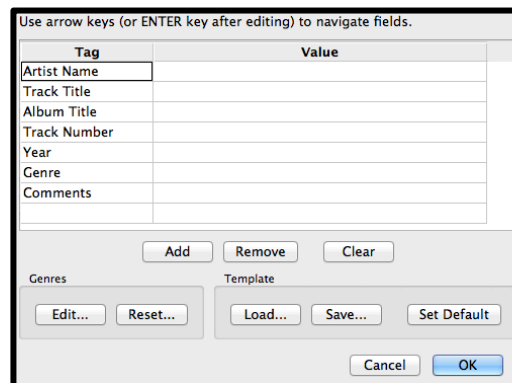
11. Click **Save** and note the file location for later use.



12. Click **OK** if you receive the **Warning**.



13. Click **OK** in the **Edit Metadata** window.



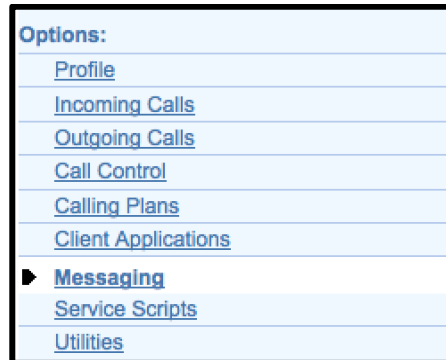
**Note:** Your file is now saved and ready to be uploaded to the Clearspan Web Portal.

## Uploading Your Personal Greeting to the Clearspan Web Portal

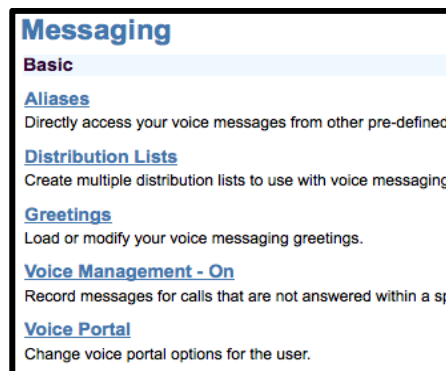
Follow these instructions to upload your **Personal Greeting(s)** into Clearspan Web Portal:

1. Login to the web portal: [phone.iastate.edu](http://phone.iastate.edu).

2. Click **Messaging** under the **Options** heading.



3. Click **Greetings** under the **Basics** heading.

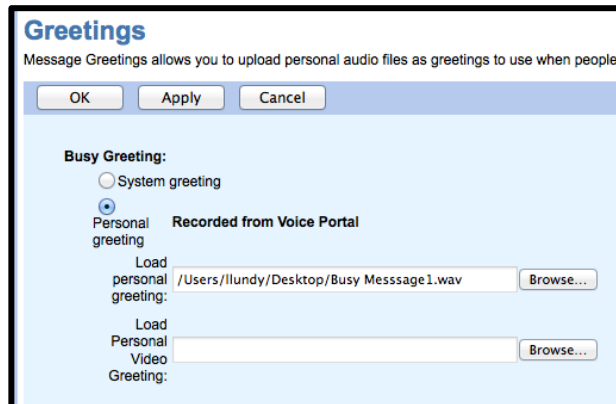


4. Click the **Personal Greeting** radio button.

5. Click **Browse** to upload your file.

6. Click **Apply** then **OK** to save changes.

**Note:** Repeat steps 4-8 to upload audio files to No Answer Greeting and Alternate No Answer Greetings. If you are uploading Alternate No Answer Greetings, you must type in a Greeting Name for each.



**Note:** A message should appear that the greeting has been saved. If you received an error message, please contact the Solution Center at 294-4000.

## **Aastra Telephone**

### **Busy Lamp Fields and Speed Dials**

## Busy Lamp Fields and Speed Dials

### Busy Lamp Fields

Busy Lamp Fields (BLFs) are softkeys that can be configured on both the Aastra 6737i or 6739i telephones. BLFs allow you to view another caller's status: free, incoming call, or busy. You can program BLFs through the ClearSpan Web Portal.

### Number of BLFs Allowed

Each telephone is designed with a basic template, which describes the standard layout, features, and functions of your phone. However, templates can be changed. Depending on your selected template, you can have between 0 and 40 Busy Lamp Fields (BLFs) available on your phone. For more information about templates, please call ITS at 294-8565.

### Creating and Editing BLFs Using the Web Portal

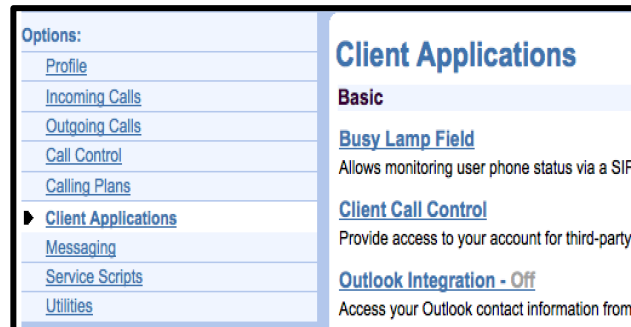
To complete these steps, you will need to have your ClearSpan Web Portal password. If you are unsure of your password, please contact the Solution Center (4-4000) to reset.

To create a **BLF** using the web portal:

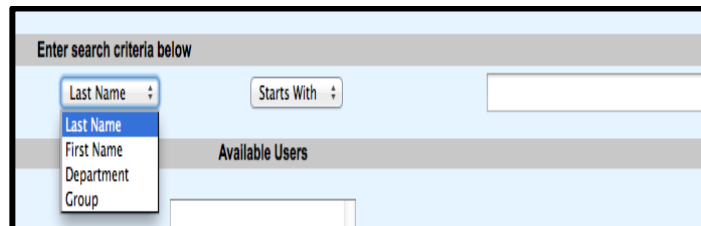
1. Login into the web portal:  
[phone.iastate.edu](http://phone.iastate.edu).
2. Click **Client Applications** under the **Options** heading.



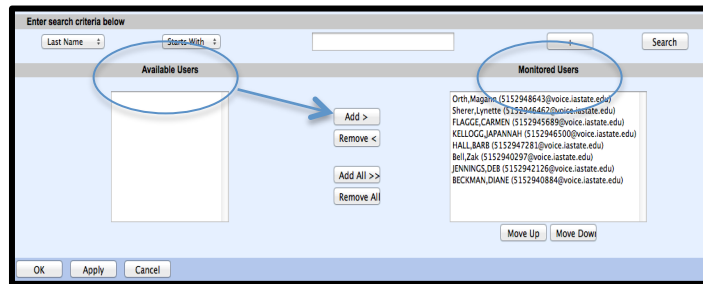
3. Click **Busy Lamp Field** under the **Basic** heading.



4. Click the **Enter search criteria below** dropdown menu.
5. Choose **Last Name** or **First Name** and type the name in the field on the right.



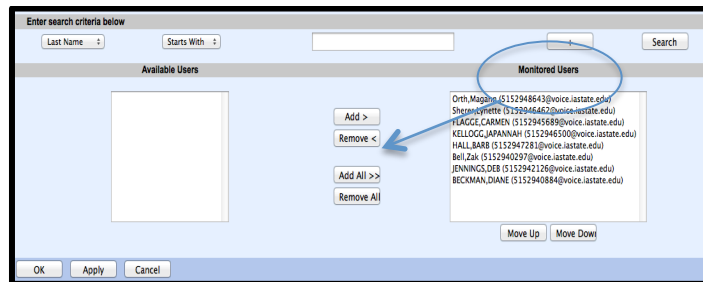
6. Click the name you want from the **Available Users** box.
7. Click **Add** to move the name to **Monitored Users**.
8. Click **Apply** then **OK** to confirm.



**Note:** Your Aastra telephone screen should update automatically.

To edit or remove a **BLF** using the web portal:

1. Click the name you want from the **Monitored Users** box.
2. Click **Remove** to delete the name from your BLF list.
3. Click **Apply** then **OK** to confirm.



**Note:** Your Aastra telephone screen should update automatically.

### Using BLFs as Speed Dials

BLFs that appear on your Aastra telephone can be used as speed dial keys. By pressing the corresponding **BLF** softkey, you are speed dialing.

#### On the Aastra 6737i

- Phone screen displays the BLF/speed dial number next to the corresponding softkey.
- Only a few numbers will show on page 1 of the screen. Press the **More** softkey to view other numbers in your BLF list.

#### On the Aastra 6739i

- Phone screen displays the BLF/speed dial number next to the corresponding softkey.
- Press **Options** then **Softkeys** to view your BLF list.
- Press the "... " softkey to view more pages.

### BLF Status

- **Free** – No light and the phone icon displays an *on the hook* receiver.
- **Incoming Call** – Flashing red light and phone icon displays an *arrow and handset*.
- **Busy** – Steady red light and phone icon displays an *off-hook* receiver.

## Speed Dials

Speed Dials can be configured on your Aastra telephone to dial numbers with just a push of a softkey. If you configure Speed Dials through the Web Portal, you will not see soft keys. Use the steps below to create and edit speed dials.

### Creating and Editing Speed Dials Using the Telephone

#### *On the Aastra 6737i*

1. Press any available softkey.
2. Use the alphanumeric keypad to **Enter a Name**.
3. Press the **Navigation** key for down.
4. Use the alphanumeric keypad to **Enter a Extension** (4xxxx) or **Number** (8xxxxxxx) without spaces.
5. Press **Save** then **OK**.

**Note:** The **Save**, **Backspace**, **ABC**, **Cancel** are the available softkeys for creating speed dials. Repeat the above steps to create more speed dials.

6. To edit a Speed Dial, press **Options**.
7. Scroll to **Preferences** then press the **Select** softkey.
8. Scroll to **Speed Dial Edit** then press the **Select** softkey.
9. Press the blinking **Speed Dial** you want to edit or remove.
10. Scroll to **Enter Name** and **Enter Number** to make changes or press the **Remove** softkey then **OK**.

#### *On the Aastra 6739i*

1. Press **Services** key.
2. Press **Spd Dial**.
3. Press the **Name** field.
4. Use the alphanumeric screen keypad to type a name in the label field.
5. Press **Enter** to move to the **Number** field.
6. Use the alphanumeric screen keypad to type an extension (4xxxx) or number (8xxxxxxx) in the number field with no spaces.
7. Press **Enter**.
8. Press **Save** then **OK**.
9. Press **Goodbye** to return to your home screen.

**Note:** Repeat the above steps to create more speed dials. To edit the order or remove speed dials, follow the same process but change the menu to say **NONE** instead of **Speed Dial**.

## Creating and Editing Speed Dial 8 and 100 Using the Web Portal

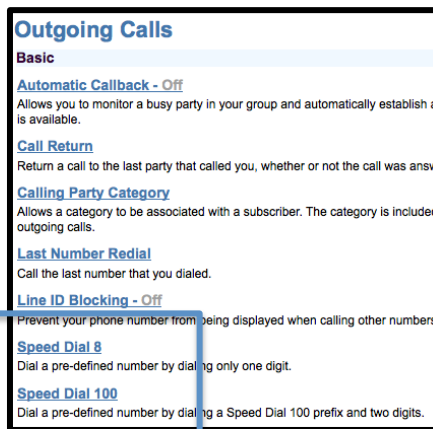
You can create speed dials using the Web Portal. Speed dials created on the web portal will not be assigned to a speed dial softkey on your phone. Instead these speed dials will be assigned to a digit on your phone. To create speed dials using the web portal:

1. Login into the web portal:  
[phone.iastate.edu](http://phone.iastate.edu).
2. Click **Outgoing Calls** under the **Options** heading.

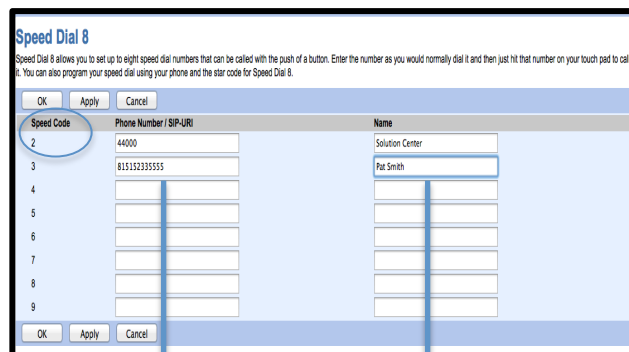


3. Click **Speed Dial 8** or **Speed Dial 100** under the **Basic** heading.

**Note:** With Speed Dial 100, you can create up to 99 Speed Dial shortcuts.



4. Type an extension or **Phone Number** with area code and no spaces (xxxxxxxxxx) next to the corresponding **Speed Code**.
5. Type the **Name** next to the corresponding **Phone Number** and **Speed Code**.



Phone Number / SIP-URI

44000
815152335555

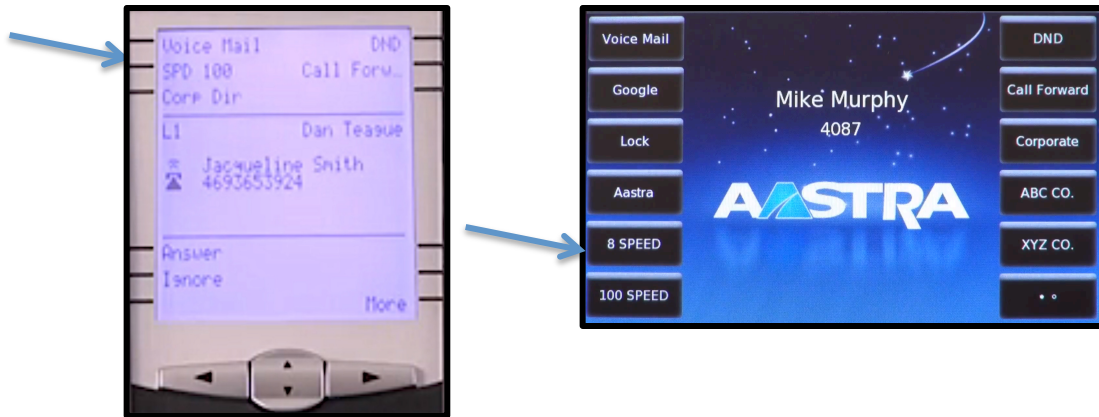
Name

Solution Center
Pat Smith

### Using Speed Dial 8 and Speed Dial 100 on Your Telephone

To use the Speed Dial 8 or 100 on your phone:

1. Press the **Speed 8** or **Speed 100** softkeys on your telephone.
2. Press the assigned digit then the # key. For example, press 2#. This will not affect your Aastra telephone menu.



## **Aastra Telephone**

### **Handling Calls**

## Placing a Call

Beside the BLF and Speed Dials, there are two other options for placing or initiating a call – **Dial** and **Redial**.

### Dialing a Call

You can dial a call using the following options:

- **Telephone Keypad** for a known extension, phone number, or set speed dial
- **Directory** softkey for an unknown extension or phone number
- **Callers** softkey for recently received calls

#### *Dialing Using the Telephone Keypad*

Use the following instructions to place a call using your telephone keypad:

1. Lift the **Handset**.
2. Press a **Line** key or the **Speaker/Headset** key.
3. Press the extension 4-xxxx you want to call. For off-campus calls, dial 8(xxx)xxx-xxxx.
4. Wait for an answer.

#### *Dialing Using the Directory*

Use the following instructions to place a call using your **Directory** key/softkey:

##### *On the Aastra 6737i*

1. Press the **Directory** softkey.
2. Type a name in the **Enter Name** field.
3. Press the **Lookup** softkey.
4. Scroll through the names or press the **Page Down** softkey on the **Result** screen to reach your selection.
5. Press the **Dial** softkey to place the call.

##### *On the Aastra 6739i*

1. Press the **Directory** key.
2. Press the **Enter Name** field.
3. Type in the desired name then press **Enter**.
4. Scroll through the names or press the **Page Down** softkey on the **Result** screen to reach your selection.
5. Press the **Dial** softkey to place the call.

#### *Dialing Using the Callers List*

Use the following instructions to place a call using your **Callers** softkey:

##### *On the Aastra 6737i*

1. Leave the **Handset** on the hook.
2. Press the **Callers** softkey to view missed calls.
3. Scroll to the desired missed call.
4. Press the **Dial** softkey.
5. Lift the **Handset** to place the call.

##### *On the Aastra 6739i*

1. Leave the **Handset** on the hook.
2. Press the **Callers** key to view missed calls.
3. Scroll to the desired missed call.
4. Press caller's number on the screen.
5. Lift the **Handset** to place the call.

### Redialing a Call

You can redial a call using the following options:

- **Redial** list of recently placed calls
- **Redial** key for most recently placed call
- **Feature Access Code** to redial last call

#### *Redialing Using Redial List*

The Redial List can hold up to 100 entries. The **Redial List** provides the number dialed, name (if known), and time/date of the number dialed. To redial using the **Redial List**:

*On the Aastra 6737i*

1. Leave the **Handset** on the hook.
2. Press the **Redial** key one time.
3. Use the **Navigation** keys to find the number you want to call.
4. Press the **Dial** softkey to place the call.

*On the Aastra 6739i*

1. Leave the **Handset** on the hook.
2. Press the **Redial** key one time.
3. Use the **Navigation** keys to find the number you want to call.
4. Press the **Dial** softkey to place the call.

**Note:** The call is initiated through speakerphone when handset is on the hook. Lift the **Handset** to turn off **Speaker**. For more information about the dialed call, press the **Details** softkey after pressing the **Redial** Key.

*Redialing Using the Redial Key*

Follow these instructions to redial a call using the **Redial** key:

*On the Aastra 6737i*

1. Lift the **Handset**.
2. Press the **Redial** key two times and the most recently dialed number is automatically dialed.

*On the Aastra 6739i*

1. Lift the **Handset**.
2. Press the **Redial** key two times and the most recently dialed number is automatically dialed.

*Redialing Using a Feature Access Code*

To redial the last number called using the assigned **Feature Access Code**, press \*66 then **Dial**. To cancel, the call press **Goodbye** key or **Cancel** softkey after the first ring.

---

## Managing a Call

Both the 6737i and 6739i phone are equipped with basic and advanced features that allow you to manage incoming calls and messages. You can set up features to manage incoming calls using the telephone, quick **Access Codes**, or the **Clearspan Web Portal**. There are many options available for managing a call:

- Answer the call
- Ignore the call
- Place a call on hold
- Park a call
- Pick up your call from another office phone (Retrieve a call)
- Pick up another person's call from your phone (Call Pickup)

### Answering a Call

There are several ways to answer an incoming call. While the phone is ringing, you can choose any of the following options:

- Pick up the **Handset**
- Press the **Answer** softkey
- Press **Speaker/Headset** key
- Press any of the **Line/Call Appearance** keys

### Ignoring a Call

There are several ways to ignore an incoming call. When you ignore an incoming call, your caller will be sent to your busy destination or voice mail. You can ignore a call using any of the following steps:

- Press the **Goodbye** key
- Press the **Ignore** softkey
- Press the **Reject** softkey (6739i)
- Press the **Silence** softkey (6739i)
- Press the **Do Not Disturb** softkey

### Setting up Do Not Disturb for All Calls

You can set up your Do Not Disturb or **DND** feature for all incoming calls. The DND feature allows you to send all calls directly to your voice mail without ringing your phone. You can activate/deactivate Do Not Disturb using the **DND** softkey or the feature access code:

#### *On the Aastra 6737i*

Either

- Press the **DND** softkey to turn on or off your Do Not Disturb feature.

Or

- Press \*78 then **Dial** to activate **DND**; press \*79 to deactivate.

#### *On the Aastra 6739i*

Either

- Press the **Options** key then the **DND** softkey to turn on or off your Do Not Disturb feature.

Or

- Press \*78 then **Dial** to activate **DND**; press \*79 to deactivate.

**Note:** You can set your phone to play a **Ring Reminder** so that you remember that your DND is activated.

### Placing a Call on Hold

There are several ways to place a call on hold. While on the call, you can choose any of the following options:

- Press the **Hold** key or **Hold** softkey.
- Press an unused **Line/Call Appearance** key to automatically place the call on hold.
- Use the **Navigation** keys to manage multiple calls on hold.

**Note:** To retrieve a held call, press the **Pickup** softkey or **Line** key where the call is on hold. You cannot use the **Hold** key or **Goodbye** key to retrieve a held call.

### **Parking and Retrieving a Call**

Parking a call allows you to place a call on hold and pick it up at another telephone. There are two ways to park and retrieve a call:

- Using the **Park** and **Call Pick up** softkeys
- Using **Park** and **Retrieve Feature Access Codes**

#### ***Parking and Retrieving a Call Using Softkeys***

To **Park** a call using the softkey:

##### ***On the Aastra 6737i***

1. Press the **Park** softkey.
2. Dial the extension where you want to park the call then press the # key.
3. Press the **Goodbye** key or hang up.
4. Enter the extension where you parked your call then press the # key.
5. Press the **Call Pickup** softkey to connect the call.

##### ***On the Aastra 6739i***

1. Press the **Park** softkey.
2. Dial the extension where you want to park the call.
3. Listen for the confirmation.
4. Enter the extension where you parked your call.
5. Press the **Pickup** softkey to connect the call.

#### ***Parking and Retrieving a Call Using a Feature Access Code***

To park a call using the assigned **Feature Access Code**, press **\*68** then the extension. To retrieve a parked call, press **\*88** then the extension.

### **Picking up Another Person's Call from Your Phone**

While the **Call Pickup** softkey allows you to pick up a call on hold or in park, the **Directed Call Pickup** (DCP) uses the same softkey to allow you to pick up another person's ringing phone. The **DCP** softkey must already be configured on your phone and the extension or number you want to monitor has to be added to your **Call Pickup Group**. There are two ways to pick up a call for another ringing extension:

- Using the **Call Pickup** Softkey
- Using a **Feature Access Code**

### ***Picking Up Another Person's Call Using Call Pickup***

To pickup a call from a monitored extension in your **Call Pick up Group** using the **Call Pickup** softkey:

#### ***On the Aastra 6737i***

1. Press the **Call Pickup** softkey.
2. Dial the extension to connect the call.

#### ***On the Aastra 6739i***

1. Press the **Call Pickup** softkey.
2. Dial the extension to connect the call.

### ***Picking Up Another Person's Call Using a Feature Access Code***

Press **\*98** then **Dial** the extension to pickup a call using the **Feature Access Code**. The longest ringing phone in your **Call Pickup Group** will be connected.

### Using Simultaneous Ring (Mobile Option)

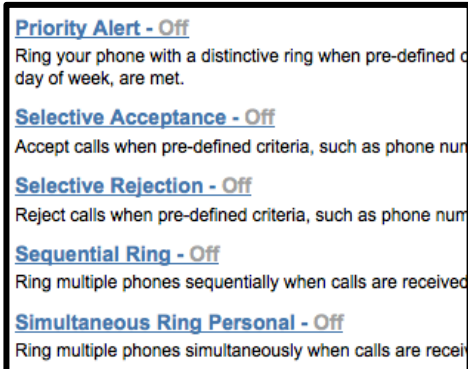
You may want your incoming calls to ring, not only to your office phone, but also on one or more other phones. This feature can set up in the Clearsan Web Portal:

1. Login into the web portal: [phone.iastate.edu](http://phone.iastate.edu).

2. Click **Incoming Calls** under the **Options** heading.



3. Click **Simultaneous Ring Personal** under the **Advanced** heading in the right column.



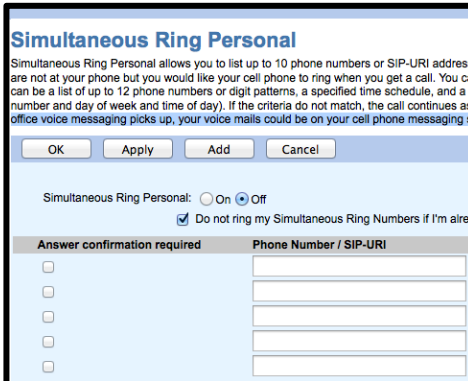
4. Add **Phone Numbers** that you want to ring simultaneously with your office phone.

**Note:** If you do not answer the call in time, your call will be connected to your voice mail.

5. Click the **On** button next to **Simultaneous Ring Personal**.

6. Click **Apply** then **OK**.

**Note:** Leave the **Answer confirmation required** boxes unchecked.



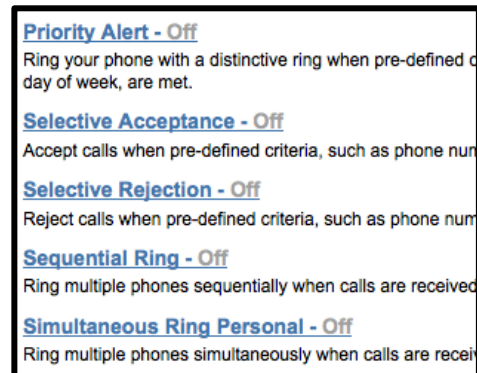
## Using Sequential Ring

Both the 6737i and 6739i have the **Sequential Ring** feature available. **Sequential Ring** allows you to forward an incoming call to 5 other locations in sequence when your location is busy. Use this service to route important calls you want answered. Each location can hold up to 12 phone numbers. You can also specify a selected time or holiday schedule. To set up this feature:

1. Login into the web portal: [phone.iastate.edu](http://phone.iastate.edu).
2. Click **Incoming Calls** under the **Options** heading.



3. Click **Sequential Ring** under the **Advanced** heading in the right column.

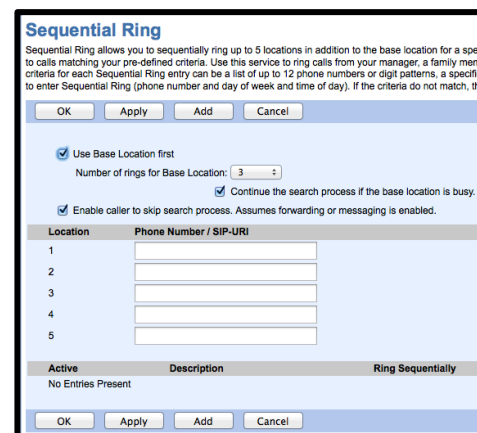


4. Type in the first **Phone Number** to represent the first location where you want to forward the incoming call.

**Note:** Leave the **Use Base Location first** box checked if you want the incoming call to ring your phone first. If your **Sequential Ring** is not properly setup, the incoming call will continue as if this feature is turned off.

5. Click **Add** to go to **Sequential Ring Add** page.

**Note:** Leave the **Answer confirmation required** buttons unchecked.



6. Type in a **Description** or person's name.
7. Choose a Selected Time Schedule and/or Holiday Schedule.
8. Type in the **Specific phone numbers** you want to receive calls through your **Sequential Ring** feature.
9. Click **OK** to confirm the numbers.
10. Repeat steps 4 – 9 to **Add** other locations.
11. Click **Apply** then **OK** to activate the feature.

The screenshot shows a dialog box titled "Sequential Ring Add". At the top, it says "Allows you to add a sequential ring entry. Specify the time schedule and/or holiday schedule you would like calls sequentially numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create m". Below this is a "Description:" text field. There are two radio buttons: "Use sequential ring" (selected) and "Do not use sequential ring". Below these are two dropdown menus: "Selected Time Schedule:" with "Every Day All Day" selected, and "Selected Holiday Schedule:" with "None" selected. Under the heading "Calls from", there are two radio buttons: "Any phone number" (selected) and "Following phone numbers:". Under "Following phone numbers:", there are two checkboxes: "Any private number" and "Any unavailable number". Below these is a section labeled "Specific phone numbers:" followed by a 3x4 grid of text input fields. At the bottom of the dialog are "OK" and "Cancel" buttons.

## **Aastra Telephone**

### **Transferring Calls**

## Transferring a Call

Call transfers are available both the **Aastra 6737i** and **6739i** telephones. There are several options for transferring a call:

- Unannounced or a Cold Transfer
- Announced Transfer or a Warm Transfer
- Cancel a Transfer
- Drop a Transfer
- Transfer to Voice Mail

### Transferring Unannounced Calls Using Your Aastra Telephone

An unannounced transfer is a call that is transferred to another number without alerting the receiver of the transfer. Once the call is answered or handset is lifted, the transfer feature can be accessed. Use the following steps to transfer a call unannounced:

#### *On the Aastra 6737i*

1. Press the **Xfer** soft key while the handset is lifted.
2. Dial the desired phone number or extension (i.e. 4-XXXX).
3. Press the **Xfer** softkey again or **Goodbye** key to disconnect from the call.

#### *On the Aastra 6739i*

1. Press the **Transfer** key or **Transfer** softkey.
2. Dial the desired phone number or extension (i.e. 4-XXXX).
3. Press the **Transfer** key again or **Goodbye** key to disconnect from the call.

### Transferring Announced Calls Using Your Aastra Telephone

An announced transfer is a call that is transferred to another number after alerting the receiver of the transfer. Once the call is answered or handset is lifted, the **Xfer** feature can be accessed by pressing the corresponding soft key on the bottom left side of the 6737i phone. Use the following steps to announce and transfer a call:

#### *On the Aastra 6737i*

1. Press the **Xfer** soft key with the handset is lifted.
2. Dial the desired phone number or extension (i.e. 4-xxxx).
3. Wait for an answer and announce that you are transferring a call.
4. Press the **Xfer** softkey again or **Goodbye** key to complete the transfer.

#### *On the Aastra 6739i*

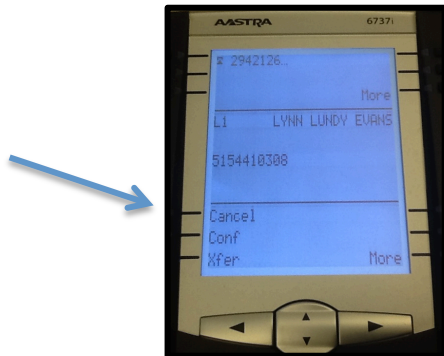
1. Press the **Transfer** key or **Transfer** softkey.
2. Dial the desired phone number or extension (i.e. 4-xxxx).
3. Wait for an answer and announce that you are transferring a call.
4. Press the **Transfer** key again or **Goodbye** key to complete the transfer.

### Cancelling a Transfer

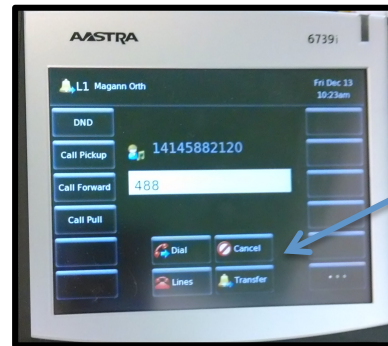
If you misdial a number while transferring a call, you can **Cancel** the transfer before the call is connected. When you transfer a call, the first party is automatically placed on hold. After you press **Xfer/Transfer** and dial the number of the party you want to connect, instead of pressing **Xfer** the second time to connect the two calls:

1. Press the **Cancel** softkey.
2. Press the lit **Line** key to reconnect to the first party or press **Xfer/Transfer** again to restart the transfer process.

#### On the Aastra 6737i



#### On the Aastra 6739i

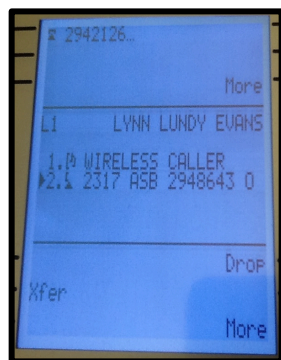


### Dropping a Transfer

In your attempt to transfer a call, you could reach a voicemail or the wrong contact person. In this case, you can choose to drop the transfer. This option is available only after the call is connected to a person or voicemail. When you press **Xfer/Transfer**, the first party is automatically placed on hold. To drop the transfer:

#### On the Aastra 6737i

1. Press **Xfer** the second time to connect the two calls.
2. Press the **Drop** softkey to drop the second party.



#### On the Aastra 6739i

1. Press **Transfer** the second time to connect the two calls.
2. Press the **Hangup (arrow down)** softkey to drop the second party.



For more information, watch the video:

<http://www.youtube.com/watch?v=fS7iZf0IrmQ#t=8m00s>

For more help, watch the video:

<http://www.youtube.com/watch?v=t4GSp7Pq-ko#t=14m44s>

**Note:** At this point, you will be automatically reconnected to the first party.

### Transferring Calls Directly to Voice Mail

A call can also be transferred to another number's voice mail. Once the call is answered or handset is lifted, the **Transfer** feature can be accessed by pressing the corresponding key on the phone. Use the following steps to transfer a call to a voice mail:

#### *On the Aastra 6737i*

1. Press the **Xfer** soft key with the handset is lifted.
2. Press voice mail **Feature Access Code** \*55.
3. Dial the desired phone number or extension (i.e. 4-xxxx).
4. Press the **Xfer** again or **Goodbye** soft key to complete the transfer.

#### *On the Aastra 6739i*

1. Press the **Transfer** key or **Transfer** softkey.
2. Press voice mail **Feature Access Code** \*55.
3. Dial the desired phone number or extension (i.e. 4-xxxx).
4. Press the **Transfer** key again or **Goodbye** key to complete the transfer.

When **Call Forwarding** is activated on a phone where a **Transfer** is being sent, you can use the feature access code \*80 to override the call forwarding feature. For more information about forwarding calls, refer to the **Call Forwarding** section of this manual.

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## **Aastra Telephone**

### **Forwarding Calls**

## Forward Your Calls to Another Telephone

There are several **Call Forwarding** options available for the **Aastra 6737i and 6739i** telephones. If you plan to be away from your phone, you can set up call forwarding to monitor and/or retrieve your incoming calls using any one of these methods:

- Options key
- Speed Dials
- Feature Access Codes
- Web Portal

### Set Up Call Forwarding Using the Options Key

Follow these steps to activate **Call Forwarding** using the **Options** key:

#### *On the Aastra 6737i*

1. Press the **Options** key.
2. Choose the **Select** softkey for the **Call Forward** option.
3. Press the right arrow **Navigation** key on your phone.
4. Choose from 3 options, **All**, **Busy** or **No Answer** in the **Call Forward Mode**.
5. Set your **State** to **ON** or **OFF** using the right or left arrow **Navigation** keys.
6. Press the down arrow to type in the forwarding number including area code where your calls should be forwarded.
7. Click **Done** to return your phone to the main screen.

#### *On the Aastra 6739i*

1. Press the **Call Forward** softkey.
2. Press **On** for any or all of the three forwarding options (**All**, **Busy**, or **No Answer**) and fill in forwarding number.

### Set Up Call Forwarding Using Feature Access Codes

Pick up the handset and press the access code listed in the table below that corresponds to the **Call Forwarding** feature you want to use:

Feature	Access Code	Additional Instruction	Result	To Deactivate
Call Forwarding Always	Press *72	Enter number where calls should be sent then press # key.	Allows you to always forward calls to a selected number	Press *73
Call Forwarding Always to Voice Mail	Press *21		Allows you to always forward calls to voice mail	Press #21
Call Forwarding Busy	Press *90	Enter number where calls should be sent.	Allows you to forward calls to a selected number	Press *91
Call Forwarding Busy to Voice Mail	Press *40		Allows you to forward calls to voice mail	Press #40
Call Forwarding No Answer	Press *92	Enter number where calls should be sent.	Allows you to forward calls to a selected number	Press *93
Call Forwarding No Answer to Voice Mail	Press *41		Allows you to forward calls to voice mail	Press #41
Priority Call	Press *80	Enter number where call should be sent.	Gives priority to a specific call overriding forwarding options	

### Set Up Call Forwarding Using Speed Dials

You can use **Speed Dials** to forward your calls. Type in feature access code **\*72**, then the **speed dial** (key or digit) assigned to the number in which you want your calls forwarded. To set up a new speed dial, follow the instructions in the Speed Dial section above. Use the **More** softkey to see a full list of saved speed dials.

### Set Up Call Forwarding Using the Web Portal

When you are not answering your calls or on another call, new incoming calls are directed to voice mail. **Call forward** in the web portal allows you to set up your phone to bypass voice mail and direct those calls to another number. There are **three** forwarding options available on the web portal:

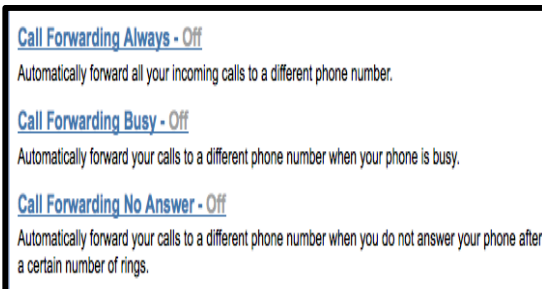
- **All** or **Always** forwards all incoming calls.
- **Busy** forwards incoming calls when you're on the phone.
- **No Answer** forwards calls not answered in a specified number of rings.

While you can set **Call Forwarding** from your phone, the web portal option is best, especially if you would like a secretary or co-worker receive the call.

1. Login into the web portal: [phone.iastate.edu](http://phone.iastate.edu).
2. Click **Incoming Calls** under the **Options** heading.



3. Click one of the three options for **Call Forwarding**.
4. Fill in the **forwarding number** (10 digits, no hyphens).  
For example, enter **515294XXXX** and click the **On** button.
5. Click **Apply** then **OK** button.



## **Aastra Telephone**

## **Conferencing Calls**

## Conferencing In

The **Conference** feature is available on both the **Aastra 6737i** and **6739i** telephones. There are two options available for conferencing:

- Using the **Conf** key on the telephone (optimal for small number of participants)
- Using a **Dial-in Code** on the telephone (optimal for multiple participants)

### Conferencing Using the Conference Key

With the handset raised, use the following steps to conference a call:

#### *On the Aastra 6737i*

1. Dial the first phone number or extension (i.e. 4-xxxx) and wait to connect.
2. Press the **Conf** softkey.
3. Enter the new number to connect the caller.
4. Press the **Goodbye** softkey to disconnect from the call.

#### *On the Aastra 6739i*

1. Dial the first phone number or extension (i.e. 4-xxxx) and wait to connect.
2. Press the **Conf** key.
3. Enter the new number to connect the caller.
4. Press the **Goodbye** softkey to disconnect from the call.

**Note:** Repeat steps 2 – 3 to add multiple people on the conference (up to 15 numbers can be entered).

### *Cancel or Drop the Party*

You can cancel an outgoing call or **Drop** a party if no one answers.

To cancel a call while the phone is ringing:

1. Press the **Cancel** softkey.
2. Reconnect to others on the call by pressing the (lit) **Line** key or the **Hold** softkey.

To drop a call when there is no answer:

1. Press the **Drop** softkey.
2. You will automatically be reconnected to others on the conference call.

### *Leave a Conference Call*

To leave a conference call, press the **Goodbye** key.

**Note:** If you are the initiator of the call, pressing **Goodbye** will end the entire conference call. If you were conferenced into the call by someone else, other parties will remain connected when you press **Goodbye**.

### Conferencing Using a Dial-in Number

For a scheduled conference call involving multiple participants, a dial-in conference also called the “Meet Me Conference” is often the most efficient. ITS requires the conference initiator to complete an online request form. To request a conference **Dial-in Number**:

1. Go to the [ITS Forms](http://www.it.iastate.edu/forms/) page at [www.it.iastate.edu/forms/](http://www.it.iastate.edu/forms/).
2. Click **Telephone Meet Me Conference Request** under **Mobile and Telephone**.
3. Complete the form using the following information:
  - Date and Time of the call
  - Duration (expected length of call)
  - Number of Participants
  - Whether or not you want a tone to play when participants enter and leave the conference
4. Click **Submit** at the top of the form.
5. Wait for a confirmation email.
6. Check email again in 24 hours to receive your **Dial-in Number** and **Conference ID**.
7. Forward **Dial-in Number** and **Conference ID** to all conference participants.

**Note:** Please submit request form at least 24 hours before your scheduled conference.

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**This page concludes the Aastra Telephone User Manual.**  
*Please contact the Solution Center for help and support (4-4000).*